

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**



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Order Instituting Rulemaking on the Commission's
Proposed Policies and Programs Governing post-
2003 Low-Income Assistance Programs.

Rulemaking 07-01-042
(Filed January 8, 2004)

**MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY (U 902 M) ON
LOW INCOME ASSISTANCE PROGRAMS FOR OCTOBER 2007**

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November 21, 2007

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I. INTRODUCTION

In Ordering Paragraphs (OP) 14 through 17 of Decision (D.) 01-05-033, the California Public Utilities Commission (Commission) directs San Diego Gas & Electric Company (SDG&E) and the other Investor Owned Utilities (IOUs)¹ to provide monthly status reports on the costs and impacts of their Rapid Deployment (RD) efforts on their California Alternate Rates for Energy (CARE) and Low Income Energy Efficiency (LIEE) programs.

In Application (A.) 06-06-032 SDG&E proposed changes to the monthly RD reports in an effort to streamline the reports while maintaining their value. SDG&E, along with the other utilities, then worked closely with the Energy Division to further develop and update the tables used to report low income program activity on a monthly basis. In D.06-12-038, the utilities' proposed changes for the monthly program reporting were approved. The reports will henceforth be referred to as the "Monthly Reports on Low Income Assistance Programs."

This tenth monthly report on the 2007 Low Income Assistance Programs includes actual LIEE and CARE results and expenditures through October.

¹ The other IOUs include Southern California Gas Company, Southern California Edison Company, and Pacific Gas and Electric Company.

II. OCTOBER OUTREACH AND LEVERAGING FOR CARE AND LIEE

The wildfires, which began in October, were devastating to San Diego County and forced the evacuation of hundreds of thousands of SDG&E customers from their homes. Some customers lost their homes and all of their personal belongings. SDG&E's No. 1 priority during the month was to ensure the safety of its customers and to restore power to over 80,000 customers. Along with this effort, SDG&E teams were mobilized at the four San Diego County Recovery Centers throughout the county and the two evacuation centers at Qualcomm Stadium and the Del Mar Fairgrounds. SDG&E teams were on hand providing information on the power outages, power restoration, detecting the presence of natural gas and the company's customer assistance programs.

In spite of the wildfires, SDG&E continued to utilize proven techniques to leverage LIEE outreach with CARE program outreach efforts at community events to maximize lead and enrollment results.

In October, SDG&E's prime contractor identified 491 potential CARE customers from the customers who received LIEE services resulting in 220 new CARE enrollments. Year-to-date the CARE program has received 1,773 new enrollments from this outreach effort.² LIEE customers can also opt in to the CARE program during the LIEE application process.

During October, SDG&E conducted outreach at the following community locations listed below. These outreach efforts focused on gaining a better understanding of customers, where

² September's monthly report SDG&E reported 1,794 as the year-to-date total. September's report is hereby corrected and the actual year-to-date total is 1,553.

they live, what they watch and read, and where they spend their time, in an effort to enroll an increased number of customers in the CARE and LIEE programs.

- Kearny High School, San Diego Lighting/Customer Assistance Event
- Grape Day Park, Escondido, Lighting/Customer Assistance Event
- South Chula Vista Branch Library Lighting/Customer Assistance Event
- Chula Vista Community Collaborative Staff Presentation
- 2007 Marriott Employees Health and Benefit Annual Fair/ Customer Assistance Event

A total of 1,005 customers received CARE, LIEE and FERA information during these outreach efforts.

SDG&E contracts with numerous “CARE Capitation Contractors” (CCCs) to leverage their client relationships and enroll eligible non-participating customers in the CARE program. The CCCs employ various types of outreach approaches such as door-to-door solicitation, local community event participation, walk-in enrollment and program material distribution to enroll customers. SDG&E made 201 visits to individual CCCs during the month of October. The site visits included, but were not limited to San Diego Unified School District, Episcopal Community Services, Homestart, Vista Community Clinic, Crisis House, North County Community Services, Alpha Kappa Alpha Headstart, Hearts and Hands, Salvation Army Community Centers in Chula Vista, Centre City, Oceanside, National City, and Escondido, and the Health and Human Services Administration for San Diego County. In all cases, information was provided on CARE capitation opportunities, CARE customer enrollment and LIEE benefits. Also, during the month of October SDG&E added North County Community Health Project as a new CARE capitation contractor.

Additionally, SDG&E uses several approaches, including the following, to identify, qualify, and enroll customers for LIEE services performed by SDG&E's prime contractor:

- Identifying customers most likely to income qualify using census tract data and additional customer research; and
- Employing bilingual specialists who speak Spanish, Vietnamese, Arabic and Farsi to better serve the diverse population within the San Diego area.

III. CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE)

OCTOBER CARE ENROLLMENT RESULTS

In October, CARE operations staff enrolled 2,629 new CARE customers. Total CARE participation for the month of October was 225,057, or 66.9% of the estimated eligible. To specifically increase participation in SDG&E's CARE program, the utility has employed various proven methods along with new, innovative marketing techniques. These techniques are described in detail below:

INTERNET ENROLLMENT

Utilizing the company website, SDG&E simplified the enrollment process for those customers who desire to use the web to enroll in the program by providing on-line CARE enrollment capability. Since implementation in April, the number of applications received through on-line enrollment continues to increase -- once designated as non-web users, SDG&E's low income customers are beginning to utilize this innovative communications channel. In October 399 customers were enrolled in CARE using the Internet, and year-to-date there has been a total of 3,108 Internet enrollments. In the month of October, SDG&E also created a new

email link for customers to directly contact SDG&E's CARE staff with questions or concerns regarding their 20% bill discount.

CATEGORICAL ELIGIBILITY

SDG&E enrolled approximately 1,800 CARE customers during the month of October through categorical eligibility, whereby a household is considered eligible for the CARE program based on participation in specified public assistance programs.³ Since implementing categorical eligibility on June 1, 2007, over 8,000 CARE customers have been enrolled year-to-date.

DIRECT MAIL ENROLLMENT

SDG&E continues to employ direct mail efforts, utilizing census data information to target potentially eligible customers in low-income areas, targeting zip codes estimated to have a large number of customers eligible for the CARE program. During the month of October a mailing to 50,000 customers took place. Results of the October mailing will be available in November's report. The direct mail efforts by SDG&E continue to bring in a 3-4% response rate.

CARE AUTHORIZED FUNDING VERSUS ACTUAL EXPENDITURES

In October, SDG&E spent approximately \$158,605 in outreach and other management costs. Total management costs through October represented 70% of the 2007 CARE authorized administrative budget. Actual expenses compared to budgeted figures for October are shown in Table 1C. The gas and electric CARE discount cost for October was \$2.7 million. The total discount cost through October 2007 was \$34 million.

IV. LOW INCOME ENERGY EFFICIENCY (LIEE)

³ Due to the New CARE system issues we are unable to get the exact count on Categorical Eligibility for the month of October.

OCTOBER RESULTS—INSTALLATIONS

During October, SDG&E treated 1,381 homes, and replaced 288 refrigerators. A total of 10,008 homes have been treated year-to-date which represents 96% of the 10,400 homes targeted as the 2007 goal and a total of 1,975 refrigerators have been replaced in 2007.

LIEE AUTHORIZED FUNDING VERSUS ACTUAL EXPENDITURES

SDG&E incurred \$1,091,105 in administrative costs during the month of October. Total expenditures through October 2007 equaled \$9.1 million which represents 68% of the 2007 authorized LIEE budget.

CUSTOMER SATISFACTION SURVEY

Improving customer satisfaction is a key element within all of SDG&E's program endeavors. To enhance the customer experience, quality assurance procedures are used in SDG&E's LIEE program, including survey cards distributed with outreach materials as well as a customer satisfaction telephone survey on the program and the services completed in customer homes. Some of the comments received from customers during October include:

- I am very satisfied with the work that was done by the Energy Team. They installed weather-stripping around my front door. The showerhead was replaced; the lights from my bedroom, living room, and kitchen were replaced.
- All the workers were professional, courteous and they did a great job. They fixed my lamps, my boiler, and replaced my showerhead; they did weather-stripping on my door.
- I was happy with everything. They fixed my lighting and replaced my showerhead. They weatherized my door. They arranged for me to receive a new refrigerator.

- The people were friendly, did their work quickly, and explained everything in Spanish. Now I save energy and money. They fixed my lamps and the door so I won't lose cold air from the air conditioner. They checked all of my sockets and the entire house.
- Everyone in the program was very friendly and explained the work they did. They adjusted my door to make sure we don't lose hot or cold air. They checked every room in my house. They taught me how to save energy.

V. CONCLUSION

SDG&E continues to implement its LIEE and CARE program efforts with the goal of providing as many qualified customers as possible with services during PY2007. SDG&E's ability to achieve success grows out of the interaction with its customers. SDG&E strives to make it easy to provide the programs and services to customers and to deliver not just a consistent customer experience, but also a customer experience that is consistently excellent.

Respectfully submitted,

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November 21, 2007

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Table 1L - LIEE Program Expenses - San Diego Gas & Electric												
2	October 2007												
3													
4	LIEE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	% of Budget Spent	Year-To-Date	Total
5	Energy Efficiency												
6	- Gas Appliances	\$ -	\$ 1,597,843	\$ 1,597,843	\$ -	\$ 141,655	\$ 141,655	\$ -	\$ 888,720	\$ 888,720	0%	56%	56%
7	- Electric Appliances	\$ 4,775,778	\$ -	\$ 4,775,778	\$ 441,335	\$ -	\$ 441,335	\$ 2,849,100	\$ -	\$ 2,849,100	60%	0%	60%
8	- Weatherization	\$ -	\$ 3,904,358	\$ 3,904,358	\$ -	\$ 414,283	\$ 414,283	\$ -	\$ 2,748,652	\$ 2,748,652	0%	70%	70%
9	- Outreach and Assessment	\$ 600,059	\$ 600,058	\$ 1,200,117	\$ 115,658	\$ 115,658	\$ 231,317	\$ 597,704	\$ 597,704	\$ 1,195,407	100%	100%	100%
10	- In Home Energy Education	\$ 77,951	\$ 77,951	\$ 155,902	\$ (87,168)	\$ (87,168)	\$ (174,336)	\$ 76,926	\$ 76,926	\$ 153,851	99%	99%	99%
11	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
12	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	Energy Efficiency TOTAL	\$ 5,453,788	\$ 6,180,210	\$ 11,633,997	\$ 469,825	\$ 584,429	\$ 1,054,254	\$ 3,523,729	\$ 4,312,000	\$ 7,835,730	65%	70%	67%
15													
16	Training Center	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17	Inspections	\$ 21,458	\$ 21,457	\$ 42,915	\$ 2,054	\$ 2,054	\$ 4,108	\$ 13,892	\$ 13,892	\$ 23,676	65%	65%	55%
18	Marketing	\$ 160,496	\$ 160,496	\$ 320,992	\$ (18,275)	\$ (18,275)	\$ (36,549)	\$ 109,186	\$ 109,186	\$ 254,922	68%	68%	79%
19	M&E Studies	\$ 61,072	\$ 61,072	\$ 122,144	\$ -	\$ -	\$ -	\$ 1,283	\$ 1,283	\$ 2,566	2%	2%	2%
20	Regulatory Compliance	\$ 150,763	\$ 150,763	\$ 301,526	\$ 11,302	\$ 11,302	\$ 22,604	\$ 132,116	\$ 132,095	\$ 241,607	88%	88%	80%
21	General Administration	\$ 491,160	\$ 491,160	\$ 982,320	\$ 22,809	\$ 22,808	\$ 45,617	\$ 386,333	\$ 386,378	\$ 772,095	79%	79%	74%
22	CPUC Energy Division	\$ 10,500	\$ 10,500	\$ 21,000	\$ 535	\$ 535	\$ 1,071	\$ 7,535	\$ 7,289	\$ 13,753	72%	69%	65%
23													
24	TOTAL PROGRAM COSTS	\$ 6,349,236	\$ 7,075,658	\$ 13,424,893	\$ 488,251	\$ 602,854	\$ 1,091,105	\$ 4,174,075	\$ 4,962,123	\$ 9,136,198	66%	70%	68%
25	Funded Outside of LIEE Program Budget												
26	Indirect Costs				\$ 19,908	\$ 21,205	\$ 41,111	\$ 229,924	\$ 249,579	\$ 479,503			
27													
28	NGAT Costs					\$ 18,879	\$ 18,879		\$ 155,612	\$ 155,612			

	A	B
1	Table 3L - Average Bill Savings per Treated Home San Diego Gas & Electric October 2007	
2		
3	Year-to-date Installations - Expensed	
4		
5	Annual kWh Savings	3,356,833
6	Annual Therm Savings	170,088
7	Lifecycle kWh Savings	37,558,151
8	Lifecycle Therm Savings	1,519,023
9	Current kWh Rate	\$ 0.13
10	Current Therm Rate	\$ 1.09
11	Number of Treated Homes	10,008
12	Average 1st Year Bill Savings / Treated Home	61.55
13	Average Lifecycle Bill Savings / Treated Home	532.46

	A	B	C	D	E	F	G
1	Table 4L - LIEE Homes Treated San Diego Gas & Electric October 2007						
2							
3	County	Eligible Customers			Homes Treated Year-To-Date		
4		Rural	Urban	Total	Rural	Urban	Total
5	Orange County	0	14,933	14,933	0	9	9
6	San Diego	17,209	320,595	337,804	146	9,853	9,999
7							
8	Total	17,209	335,528	352,737	146	9,862	10,008

**Table 5L - LIEE Customer Summary
San Diego Gas & Electric
October 2007**

Month	Gas & Electric				Gas Only				Electric Only				Total			
	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW
Jan-07	541	10,071	192,755	32	-	-	-	-	35	-	18,167	3	576	10,071	210,921	35
Feb-07	1,371	29,891	440,904	70	-	-	-	-	76	-	45,514	9	1,447	29,891	486,418	79
Mar-07	2,079	43,971	633,153	98	-	-	-	-	110	-	58,363	12	2,189	43,971	691,516	110
Apr-07	3,132	62,576	938,630	143	-	-	-	-	167	-	76,425	16	3,299	62,576	1,015,055	159
May-07	3,909	78,633	1,254,819	186	-	-	-	-	283	-	101,776	20	4,192	78,633	1,356,595	207
Jun-07	5,150	98,395	1,665,594	246	-	-	-	-	317	-	136,497	27	5,467	98,395	1,802,091	273
Jul-07	6,054	114,585	1,979,789	293	-	-	-	-	352	-	153,800	31	6,406	114,585	2,133,589	324
Aug-07	7,309	136,057	2,376,237	346	-	-	-	-	409	-	183,039	37	7,718	136,057	2,559,276	383
Sep-07	8,182	147,352	2,644,423	383	-	-	-	-	450	-	199,658	40	8,632	147,352	2,844,081	423
Oct-07	9,464	170,088	3,129,643	450	-	-	-	-	544	-	227,354	45	10,008	170,088	3,356,997	495
Nov-07																
Dec-07																

Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2L.

[illegible]

¹ Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.

	A	B	C	D	E	F	G	H	I	J	K	L
1	Table 4C - CARE Enrollment by County - San Diego Gas & Electric											
2	October 2007											
3	County	Estimated Eligible			Gross Enrollments			Total Participants			Penetration Rate	
4		Urban	Rural	Total	Current Month	YTD	Urban	Rural	Total	Urban	Rural	Total
5	Orange County	14,369	0	14,369	77	1,245	8,458	0	8,458	58.9%	#DIV/0!	58.9%
6	San Diego	305,561	16,561	322,122	2,552	24,431	208,413	8,186	216,599	68.2%	49.4%	67.2%
7												
8	Total	319,930	16,561	336,491	2,629	25,676	216,871	8,186	225,057	67.8%	49.4%	66.9%

	A	B	C	D	E	F	G	H	I
1	Table 5C - CARE Capitation Contractors - San Diego Gas & Electric								
2									
3	Contractor	Contractor Type (Check one or more if applicable)				Enrollments Year-To-Date			Year-to-date
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total	Expenditures
5	Contractor 1		X	X			-	-	-
6	Contractor 2		X				24	24	\$ 360
7	Contractor 3		X				-	-	\$ -
8	Contractor 4		X				15	15	\$ 75
9	Contractor 5		X		X		69	69	\$ 1,035
10	Contractor 6		X		X		11	11	\$ 165
11	Contractor 7		X		X		8	8	\$ 120
12	Contractor 8		X				41	41	\$ 615
13	Contractor 9						1	1	\$ -
14	Contractor 10		X				1	1	\$ 15
15	Contractor 11		X				81	81	\$ 1,215
16	Contractor 12		x				28	28	\$ 420
17	Contractor 13		x				32	32	\$ 480
18	Contractor 14		x				46	46	\$ 690
19	Contractor 15		x				30	30	\$ 450
20	Contractor 16	x				2	34	36	\$ 180
21	Contractor 17		x				6	6	\$ 30
22	Contractor 18		x				2	2	\$ 10
23	Contractor 19		x				1	1	\$ 5
24	Contractor 20		x				-	-	\$ -
25	Total Enrollments and Expenditures							432	\$ 5,865

Table 6C - CARE Participants as of Month-End San Diego Gas & Electric October 2007				
Month	Gas & Electric	Gas Only	Electric Only	Total
Jan-07	150,333	N/A	69,772	220,105
Feb-07	150,756	N/A	69,619	220,375
Mar-07	151,989	N/A	70,148	222,137
Apr-07	152,449	N/A	70,307	222,756
May-07	152,634	N/A	70,451	223,085
Jun-07	152,434	N/A	70,386	222,820
Jul-07	153,726	N/A	70,938	224,664
Aug-07	153,689	N/A	70,781	224,470
Sep-07	152,901	N/A	70,151	223,052
Oct-07	154,012	N/A	71,045	225,057
Nov-07				
Dec-07				

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a copy of the foregoing **MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY ON LOW INCOME ASSISTANCE PROGRAMS FOR OCTOBER 2007** on all parties identified in R.07-01-042 on the attached service list by U. S. mail and electronic mail, and by Federal Express to the Assigned Commissioner Dian M. Grueneich and Administrative Law Judge Kim Malcolm.

Dated at San Diego, California, this 21st day of November, 2007.

_____/s/ Jenny Tjokro

JENNY TJOKRO



CALIFORNIA PUBLIC UTILITIES COMMISSION

Service Lists

**PROCEEDING: R0701042 - CPUC - PG&E, EDISON,
FILER: CPUC - PG&E, EDISON, SOCALGAS, SDG&E
LIST NAME: LIST
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